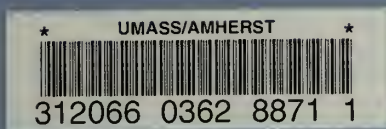


MASS. HS 42.1: 996/97



*Massachusetts Department
of Mental Retardation*



Annual Report

July 1, 1996 - June 30, 1997

GOVERNMENT DOCUMENTS
COLLECTION

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Commonwealth of Massachusetts
Argeo Paul Cellucci, Governor

Executive Office of Health and Human Services
William D. O'Leary, Secretary

Department of Mental Retardation
Gerald J. Morrissey, Jr., Commissioner

The Department of Mental Retardation is an independent agency within the Executive Office of Health and Human Services which provides a wide range of services and supports to Massachusetts citizens with mental retardation.

Everyday, the DMR provides an array of support services to almost 26,000 people across the state. Their level of disability may require assistance in job placement, transportation, or residential services, or more intense levels of treatment, monitoring, and care. The DMR provides these services through state-operated programs and by contracting with 320 private provider agencies across the state.

The DMR strives to provide support services in safe and healthy environments and promotes the creation of opportunities for people with disabilities to become fully integrated participants in their communities. It promotes individual development, encourages family involvement, and emphasizes consumer and family involvement in the decision making process.

Department of Mental Retardation

Annual Report

July 1, 1996 - June 30, 1997

Introduction

FY97 was a year like any other, a year of exciting success tempered with hard challenges.

It was a time the Massachusetts Department of Mental Retardation (DMR) continued down a path of change, achievement, innovation and development. Still in the midst of this change, the day-to-day work of the agency continued. DMR and provider staff continued the work they do 365 days a year -- quietly and professionally providing quality supports to almost 26,000 individuals with mental retardation.

Mental retardation is a chronic, lifelong disability. It is found in approximately one and a half percent of all births worldwide. As society has progressed in its understanding of the condition, people with mental retardation have been able to lead full, satisfying lives as active and participating members of their home communities.

The DMR is the second largest provider of services and supports to people with mental retardation. The largest provider, of course, is families and friends who care for their loved ones every day making sure they are safe, comfortable and leading full lives. A state agency is no substitute for the nurturing bond that occurs naturally in a loving supportive family.

Still, the DMR is a large agency. It provides supports and services to people with mental retardation and their families across Massachusetts. These supports may be places to live, transportation, assistance in daily living, help on-the-job or preparing people for work, respite, or intense levels of treatment, monitoring, or care.

The DMR is about people, people with disabilities striving to reach their full potential, professional staff supporting and working with these individuals to develop individualized services that help people live safely and independently. The DMR employs nearly 8,000 people, and contracts with 320 private provider agencies. The Department operates seven large facilities, 24 area offices, and five regional offices across the state. Together with private agencies, the DMR operates nearly 1,500 small community residences.

Over this fabric of daily support, FY97 saw Massa-

chusetts take a definitive step forward to finally answer the needs of families and individuals who are on the DMR waiting list, and qualify more individuals for coverage through federal programs. The Department continued its mission of listening to individuals and families to develop a wide range of flexible and innovative supports that truly met people's needs.

Major Accomplishments for DMR in FY97

- **DMR Issues Waiting List Report.** Through a collaborative effort of parents, boards, providers and advocates, the Legislature appropriates \$5.75 million to begin to address the needs of individuals and families on the DMR Waiting List.
- **DMR/Department of Education collaboration continues** keeping families intact and facilitates students return from residential schools to the community. Some 105 students participate in the project with near 100% success rate.
- **DMR secures grant from the Robert Wood Johnson Foundation** for providing more opportunities for people with developmental disabilities to control their own lives.
- **DMR supports 1,709 more individuals and families than the previous year.** 495 people moved to improved living situations. 1,329 families and individuals benefited from flexible funding and family directed programs.
- **Gerald J. Morrissey, Jr.** is appointed third Commissioner of the Department of Mental Retardation

Waiting List

On October 9 at a State House press conference, the DMR released a detailed report on strategies to address the waiting list. The report called for the DMR to continue aggressive, cooperative efforts to address the needs of individuals and families waiting for state services. It also recommended multiple financing strategies, including new resources and expanded federal revenue.

The DMR has joined the Governor's Commission on Mental Retardation along with a coalition of advocates, citizen boards, families and service providers - all committed to reducing the DMR waiting list.

The waiting list represents approximately 3,000 individuals and families across the state who have requested services and supports but are still waiting to receive them. The DMR provides services to eligible individuals and families on the basis of available funding and severity of need. The DMR has significantly increased community funding by 22 percent since 1991 through the efforts of the Weld/Cellucci administration, the Legislature, families and advocates. Despite these increases, the DMR is not able to provide services to every family who requests it.

The DMR Waiting List report proposes the following elements:

- Pursue creative partnerships with families and communities.
- Continue to redirect resources from facility consolidation initiatives.
- Expand overall revenue and maximize use of existing revenue through the federal Medicaid Home and Community Based services waiver.
- Increase funding through more efficient use of existing resources, expanded federal funding, and additional state appropriations for three years.

The DMR has employed a variety of strategies to attack the waiting list. These include: re-aligning resources, shifting funds to benefit families and individuals in the community as large facilities are consolidated, reorganizing existing services, utilizing

What is Mental Retardation?

Mental retardation refers to substantial limitations in present functioning. It is characterized by significantly subaverage intellectual functioning existing concurrently with related limitations in two or more of the following adaptive skill areas: communication, self-care, home living, social skills, community use, self-direction, health and safety, functional academics, leisure, and work.

Mental retardation manifests before 18 years of age.

American Association of Mental Retardation

prevention strategies, and maximizing the use of existing community resources.

Despite all of these efforts, the DMR waiting list increases by 13 per cent each year, mostly among two groups: individuals turning 22 and individuals with elder caregivers over 60 years of age. Although the DMR provides services to almost 26,000 individuals across Massachusetts -- up from 21,000 in 1991 -- there are still 3,000 individuals on the unserved list waiting for day and residential services.

Through a concerted effort, a coalition of individuals, parents, advocacy groups, and provider organizations were able to convince the Legislature of the need for funds to address the hardships families confront when they are on the DMR waiting list. Their efforts paid off in July 1997 when the Legislature set aside \$5.75 million to begin to address these issues.

This year's new funding will provide assistance to 387 individuals and families and will begin to alleviate the number of people on this list.

Overall, through the advocacy efforts of families, individuals, providers, and others the DMR received a highly favorable budget for FY98. In total, the Department received \$13.65 million in new funding to expand its ability to meet the needs of the people

served across the Commonwealth. In addition to the Waiting List funds, the DMR received funding for Turning 22, respite and family support, children's services, and \$5.5 million for salary increases for direct-care staff who work for DMR private provider agencies.

Keeping Families Together

The DMR continued the innovative partnership with the Department of Education that helps students leave large private residential schools and live at home with their families. The DMR/DOE collaboration facilitates transitions from residential schools to the community by providing support in the home, more inclusive special education services, and community based supports for young people with mental retardation. It seeks greater flexibility in the delivery of services to students who require coordinated special education services and residential support. The agreement also strives to broaden educational opportunities so that students can go to school in their hometown. In 1996, this agreement was expanded to create flexible family supports to help students living at home to stay home and avoid a distant residential school placement.

Last year, 105 students from across Massachusetts participated in the project. With the savings generated from less costly home placements, the project was able to help another 74 people. This collaboration has established a successful track record. Since the program began in 1992, nearly 100 % (99.4) of the individuals who participated in the program have remained successfully supported in the community or shifted into adult support services.

Recognition Day

More than 300 people attended Recognition Day held in the Great Hall of the State House on March 26. The event honored 15 people from across the state who have made remarkable progress in their lives achieving personal growth and autonomy.

All honorees received a proclamation from Governor Weld that recognized their personal achievement and a decade of achievement and exemplary leadership in fostering public awareness to the values of independence and self-determination. The event also recog-

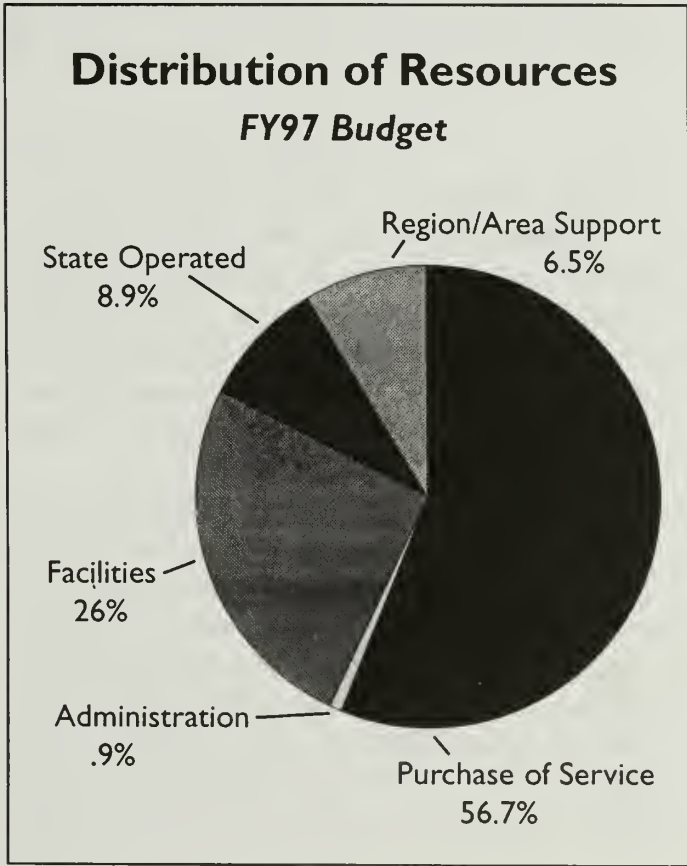
nized the ten year anniversary of the founding of a separate Department of Mental Retardation in 1987.

This year's honorees included a diverse group of individuals with disabilities from Massachusetts. There were two married couples who are building new lives together, an artist whose work has been shown nationally and internationally, a man who overcame severe physical and medical challenges to reach new levels of independence, people who own their own homes or work in full-time jobs, and men and women who left institutions and achieved high levels of independence and satisfaction living in the community.

Grants and Awards

The DMR received \$100,000 grant from the National Office of Self-Determination for Persons with Developmental Disabilities Program that is funded by the Robert Wood Johnson Foundation. The grant was designed to give people with developmental disabilities expanded options for controlling their lives. Massachusetts was one of only 19 states that received awards.

The major focus of the grant is to assist family boards in communities of color so they can control the





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resources they receive. Many of the individuals who will receive assistance from the grant are from the Haitian, Asian, African-American and Latino cultures where there is a great need for expanded supports and service options. Families will be able to exercise control over the supports they receive or purchase within their respective communities.

The DMR also awarded grants this year. Among the most significant was a new program between the DMR and the University of Massachusetts that provided more than \$100,000 in innovation grants across the state.

Two years ago, UMass and the DMR formed a partnership that developed academic programs and fostered research and forums to increase public awareness and understanding about disability issues. The awarding of these grants is another part of this collaboration.

More than 50 agencies or individuals applied for the UMass/DMR grants. A Statewide Advisory Board selected seven agencies and programs based on the merit of the proposal, consistency with the DMR Mission Statement, innovative nature of the proposal, the feasibility of the project, and other criteria.

Under another grant program, the Department also awarded some 200 innovation and mini-grants to support specific projects that propose new and different ways to support families, individuals, and organizations across the state.

New ISP process

This was a year of significant change in the way the Department develops the Individual Support Plan (ISP) for those we serve.

One of the first steps in the development of the new ISP was the rewriting of the ISP regulations, the first such effort in 17 years. DMR staff, individuals, and family members provided input to revise the regulations.

The ISP provides a framework to individuals with disabilities and their families that assesses their needs for support. It helps them identify and choose the natural, generic and specialized supports that will

meet these needs, and plan for the outcomes that will enhance their quality of life in a way that responds to their future visions.

The new ISP process recognizes that planning is an on-going process and not a one-time event. This planning must involve the individual, guardians, family members, advocates, providers or other persons the individual selects, working in concert with the service coordinator.

In addition to changes in process and content, the Department created new technology and computer software to track ISP's. This technology was brought on line in all area offices over the year and has created the means to gather useful management data while providing an efficient tool for staff.

SJC Decision

In March, the Supreme Judicial Court of Massachusetts affirmed a lower court ruling that appointed a Receiver to oversee and administer DMR in matters involving the Judge Rotenberg Educational Center. The SJC also found that the DMR violated a 1987 settlement agreement between the Commonwealth and JRC.

The DMR is working closely with the court-appointed Receiver to insure that there is full compliance with the orders of the lower court.

New Commissioner

In April, Philip Campbell, the second Commissioner for the Department of Mental Retardation resigned. In accepting his resignation, Gov. William F. Weld thanked Campbell for his service and cited that substantial progress was made towards the goal of creating better lives for Massachusetts citizens with mental retardation.

Under Campbell's leadership, there was a marked rise in the number of families and individuals who received supports. Federal dollars for Massachusetts increased significantly to assist people who live in the community. Two decades of federal court oversight ended. Large facilities consistently scored higher in federal quality surveys. The DMR developed flexible supports and services that truly met the desires and needs of families and individuals. People with mental

retardation and their families had a stronger voice in the decision-making processes that affected their lives.

On April 17, Gov. Weld appointed Gerald J. Morrissey, Jr., as the new Commissioner. The Governor said, "I am not alone in my admiration of Gerry Morrissey's ability to bridge different viewpoints and to bring people together toward a common goal. Gerry is the consensus choice to move DMR to the next level in providing care to individuals with mental retardation."

Morrissey had served as Deputy Commissioner since August 1994. Prior to 1994, he held a number of senior management positions at the Department of Mental Health including Deputy Associate Commissioner, Deputy Chief Operating Officer, and Area Director. He began his human service career more than 20 years ago as a student at the University of Massachusetts/Amherst as a volunteer at the former Belchertown State School.

There were other key appointments in the DMR in FY97. Teresa O'Hare was appointed Regional Director for Western Massachusetts. Jane Arthur was named Facility Director at the Monson Developmental Center and Jacqueline Bouyea was appointed Facility Director at the Fernald Developmental Center. In June, Tom Anzer joined the Department as the Director of the Office of Human Rights.

Program Development and Children's Services

In 1995, the DMR initiated programs to reach out to more families and increase the Department's commitment to create effective and coordinated supports for children. This approach emphasizes family choice and control. In the last two years, the DMR has increased the number of families who use flexible family support dollars by 50%.

The effectiveness of this approach was clearly illustrated in a survey that was conducted in concert with Arc Mass and the Western Massachusetts Training Consortium. The survey sought family impressions on how the DMR's programs for families are working. Some 407 families responded to the survey. More than 75% of the families responding were very positive in rating the flexibility and responsiveness of their

supports under this program. The majority were very satisfied with their provider agencies, and felt they were the decision-makers about the supports they received.

This office played a pivotal role in offering a number of educational advocacy and trainings statewide that focused on special education and inclusion. More than 500 families attended these trainings.

Urban Youth Collaborative

For the sixth summer, the DMR sponsored the Urban Youth Collaborative (UYC) program in ten cities across the Commonwealth. UYC offers high school seniors and college students an eight-week, full-time job providing care to people with mental retardation. The students learn first hand what it is like to provide care, services and assistance in a human services setting. The Collaborative runs programs in Cambridge, Dorchester, Brockton/Quincy, Fitchburg, Leominster, Lawrence, Lowell, Worcester, Springfield, Holyoke, and New Bedford.

The UYC reaches out to multicultural neighborhoods in cities across the Commonwealth, providing jobs today that the department hopes will turn into careers tomorrow. This year 150 students across Massachusetts participated. Since the program began in 1992, more than 600 students have found summer jobs through UYC.

President's Commission

In September 1996, 20 individuals from Massachusetts representing the DMR, the Legislature, the private provider community, advocacy organizations, people with mental retardation and family members attended the National Collaborative Academy of the President's Commission on Mental Retardation. Massachusetts was one of only eight states in the nation that was selected to participate in this prestigious Academy.

The President's Commission on Mental Retardation advises President Clinton and the Secretary of Health and Human Services on the adequacy of efforts to prevent mental retardation and improve the quality of life for citizens with mental retardation. The Academy promotes collaborative thinking and action through the teams sent from participating states.

Conferences

There were a number of major conferences held throughout the year. In November, more than 150 parents, advocates, staff attended the fourth annual DMR Citizens Advisory Board (CAB) Conference that was held at Framingham State College. Twenty self-advocates were in attendance.

In April the fifth Annual DMR Meeting attracted 600 DMR staff from across the state. The theme for the conference was "Summoning the Will" and emphasized the importance of self-advocacy.

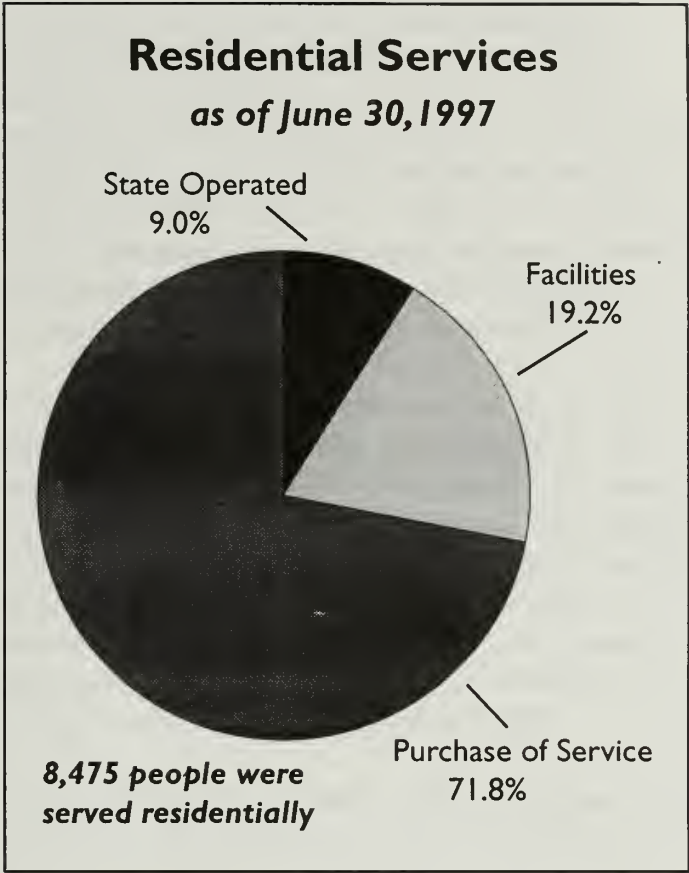
A DMR Housing Conference, held in May, attracted 150 DMR and provider staff, as well as people with disabilities and their families. The conference focused on rental subsidies, affordable housing voucher programs, set-aside rental units, and community planning for affordable housing.

More than 800 people attended a successful thirteenth Annual Human Rights Conference on June 25 at the Sturbridge Host Hotel in Sturbridge. One hundred self-advocates participated and attended this year's conference.

House Post Audit Report

In June, the House Post Audit and Oversight Bureau released a multi-year report that reviewed several cases in recent years that the Bureau felt exemplified "failures" in the DMR service delivery system. The report focused on incidents that came to light in Raynham in February 1997 in a case where two brothers were arrested for abusing and torturing two individuals with mental retardation for a number of years. Their report also examined several tragic deaths, the waiting list, and other matters.

Upon receiving the report Commissioner Morrissey acknowledged the seriousness of the report and began immediate reform measures to correct the deficiencies. The Commissioner formed a panel of experts from the judicial branch of government, law enforcement and academia to review and make recommendations on how to improve the Department's investigations systems. The panel, composed solely of people external to the Department, is chaired by Elizabeth D. Scheibel, Northwestern District Attorney. A full report of their findings will be released in FY98.



**Quality Maintained,
Other Accomplishments**

Some 1,709 more individuals and families received supports from the Department than in the previous fiscal year. Another 1,329 families and individuals benefited from flexible funding and family-directed supports. This year 495 people moved to better living situations and 972 people moved to improved work situations either in supported or integrated employment.

The DMR continued to maintain high quality services and supports at our large facilities. Monson, Templeton, Glavin, Hogan, Fernald, Dever, and the Wrentham Developmental Centers passed surveys that are essential for participation in the federal Medicaid program, with active treatment scores between 98 - 100%.

Some 163 individuals moved from facilities in keeping with the desire of many individuals and families who have requested a move from a large facility to a smaller residence in the community. As a result of these transitions, the DMR was able to serve 35 individuals who had been on the waiting list.

In this past fiscal year, the Office of Quality Enhancement (OQE) continued its mission of measuring the impact of providers' services on the quality of life of individuals with mental retardation. Through the use of the Quality Enhancement Survey Tool (QUEST), OQE staff surveyed and certified the services of 115 public or private provider agencies that were scheduled for recertification and reviewed the services of some 1,363 individuals.

The Office granted two year certification with distinction certifications to 25 agencies, two-year certification to 42 agencies, one-year certification to 22 firms, and one year certification with conditions to 26 agencies.

As an affirmation of its commitment to involve citizens as volunteers in the survey and certification process, OQE launched an extensive process to recruit and train individuals with mental retardation, family members and concerned citizens to become active participants in the QUEST process. OQE's goal is to have at least one citizen on every provider survey.

In furtherance of DMR's goals of assuring that individual rights are balanced with the needs of peoples' safety, OQE participated in a number of initiatives. After four years of intensive negotiation, the Board of Building Regulations and Standards exempted DMR from discriminatory special use and occupancy codes and replaced them with the Massachusetts State Building Code which applied to all residential dwellings. As part of this process, the DMR developed a set of safety plan guidelines that allow for a more individualized approach to looking at safety. OQE also revised its fire safety training curriculum to make it more up to date, and trained its staff in the implementation of a highly specialized fire safety tool.

The Department continued its efforts to keep workers' compensation costs in line. Since the early 1990's, the Department has greatly reduced these costs by pursuing aggressive case management, closely monitoring claims, increasing training, and correcting potentially dangerous situations before accidents occur. FY97 continued this trend and registered an 18% decrease in the number of employees receiving indemnity benefits compared to FY96.

In the past fiscal year, the Investigations Unit handled some 2,476 complaints and investigated 1,489 reports of abuse, mistreatment, or neglect against persons with mental retardation. Seventy nine of these cases were referred to law enforcement agencies for criminal prosecution. In November, the Unit held an Investigations symposium that attracted some 200 people to focus on ways to prevent abuse and strengthen protections for people with disabilities.

Management & Finance introduced several initiatives that brought significant improvements in revenue collection through enhancing systems, decentralizing functions, and integrating field staff into routine fiscal activities. This division also reduced the number of Purchase of Service contracts by consolidating a number of DMR program codes. This step reduced paperwork and led to a reduction in the number of residential and day contracts by nearly 50%.

The Department continued to take a leadership role in the Massachusetts Home of Your Own Alliance and in developing housing options. Eight persons with mental retardation were selected as candidates for the Fannie Mae experimental HomeChoice mortgage program. There were only 25 people with disabilities who were selected statewide for the program.

In an effort to maintain consistency, the boundaries of several DMR service regions were changed to create congruent regional boundaries among EOHHS agencies. In January, the DMR made adjustments in its boundaries in the greater Boston area to ensure conformity with this EOHHS plan.

Four area offices, Newton/South Norfolk, Middlesex West, Central Middlesex, and South Coastal were added to a new expanded Metro region. With the shift to new boundaries, there was no disruption of services to consumers and families.

In Conclusion

As FY97 drew to a close, the DMR began a new era under the leadership of Commissioner Morrissey. The Commissioner set a tone that recognized the importance of understanding families and the challenges they face caring and supporting a loved one with developmental disabilities. He stressed the need for staff to re-emphasize fundamentals of what it takes to

provide quality and compassionate services and supports. Commissioner Morrissey called for more open communication and sharing of information between the DMR, providers, self-advocates, advocates, boards,

families and other stakeholders so that all sides can listen to each other, understand, and begin to build trust and respect to benefit all people with mental retardation.

DMR Senior Staff

Gerald J. Morrissey, Jr.
Commissioner

Mary Ann Brennen
Chief of Staff

Margaret Chow-Menzer
General Counsel

Janet George, EdD
*Assistant Commissioner
Policy, Planning & Children's Services*

William Hetherington
*Assistant Commissioner
Management and Finance*

Dorothy Mullen
*Assistant Commissioner
Quality Management*

Larry Tummino
*Assistant Commissioner
Field Operations*

Regional Directors

Diane Enochs
Central

Teresa O'Hare
West

Amanda Chalmers
Northeast (acting)

Richard O'Meara
Southeast

Jeffrey Keilson
Metro

DMR Pathfinder Award Recipients

Each April, at the DMR Annual Meeting, Pathfinder Awards are presented to outstanding DMR staff. Pathfinder awards are given to staff from each region and Central Office in recognition of excellent work and achievement.

Western

William O'Connell
*Service Coordinator
Holyoke/Chicopee Area Office*

Northeast

Alejandra Vargas
*Service Coordinator
Merrimack Valley Area Office*

Southeast

Cynthia Miller
Director of Program Development

Central

Diana Nylen
*Service Coordinator
North Central Area Office*

Metro

Therese Murphy
*Children's Service Coordinator
Middlesex West Area Office*

Central Office

Art Caponi
Software Support/MIS

Commissioner's Message

I want to thank all of you who have expressed kind words of support and encouragement on my appointment as Commissioner.

I am honored and grateful for the opportunity to lead this dynamic agency. I am confident that the relationships I have developed during my career will enable me to serve individuals with mental retardation and their families in a dignified, caring manner, maximizing each individual's ability to live as independent a life as possible.

I look forward to working with our committed staff and anticipate the continued support of families, friends, providers, and individuals with mental retardation as we work together to improve the supports and services DMR provides.

We all have a significant workload that comes with the terrain of human service. Having served in the human service field for more than 20 years, I have come to the firm belief that the DMR is a great organization that puts families' and individuals' concerns first, that provides innovative supports, that has talented and dedicated staff who care and put in the extra hours, and that provides excellent supports and services to individuals and families everyday.

We need to do a better job of telling the DMR story, the strengths and pride of our staff, the successes of our consumers, the innovations that have been introduced, the quality of our support services. These stories validate our work and professional experience, and deserve recognition so that others can come to know the high quality services provided by DMR employees and private agencies.

I have outlined the managerial course I feel this agency should follow as we continue to meet the needs of the people and families we support. In my first few months as Commissioner, I spent considerable time meeting with individuals, providers, citizens, advocates, opinion leaders, experts in the field, and members of the media to hear their collective thoughts, opinions, and advice.

The DMR has achieved many improvements, changes and refinements in our support system in recent years. We have had a lot of success. We are serving more people, keeping more families together, and providing more meaningful opportunities for people to live independently, own their own homes, hold real jobs, and become true citizens in their communities.

Many of our DMR area offices have moved to better space and work conditions have improved. We have added sophisticated computer technology throughout the state. The Weld/ Cellucci administration and the Legislature have responded to our needs and offered continued growth in our annual budgets. In short, the DMR together with families and individuals have worked hard and realized major accomplishments that have established Massachusetts as a leader in how supports are provided to people with mental retardation.



With your support I hope we can continue along this path of instilling excellence in the Department. To do this, I have set forth some basic organizational goals:

- It is essential for us as an organization to have pride in what we do every day. We need to feel it, believe it, act with pride and value what we do.
- We must deliver the fundamentals of our work successfully. Every day, people depend on us to ensure health, safety, and effective supports.
- For us to be successful, we must not only have pride, but we need to work as a team. We must always strive to keep all members of the organization informed so they remain effective, up-to-date, and participating members of the team.
- The DMR must align the mission of the agency with management coherence. Our mission must be tied to all aspects of the organization.

Some of the key elements of management coherence are; management must integrate the work of the organization, there must be effective communication and effective use of management information, and there must be opportunities for leadership, and workforce development.

We cannot expect things to change overnight. It will be a long process. But we must realize that we have many of the key components to a successful state agency in place. We have a dedicated, talented staff who work hard. We have experience. We have systems that work. We have facilities, community homes, and support services that are second to none. We have individuals and families who care, advocate, and let us know how to improve the supports we offer.

I look forward to working with you all in the months ahead.

A handwritten signature in black ink that reads "Gary Morrissey". The signature is written in a cursive, flowing style with a large, prominent "G" and "M".

Department of Mental Retardation at a Glance

as of June 30, 1997

	1995	1996	1997
Total budget for department	\$713.4M	\$730.8M	\$753.4M
Number of employees (FTE's)	8,593	8,154	7,802
Number of people served	23,855	24,221	25,930
Number of people in community residential programs	6,760	6,941	7,077
Number of people with mental retardation living with their families served by DMR	12,615	13,848	15,648
Number of people living in the state schools	2,010	1,835	1,602
Number of people in supported employment programs	2,015	2,504	2,949
Number of people in other DMR day programs	8,275	8,245	8,383
Number of people competitively employed	701	721	736
Number of families receiving respite care	9,705	11,188	13,661
Number of families with children under age 22 receiving family support	6,220	6,805	7,949
Number of families receiving family support	14,334	14,664	16,268
Number of providers contracting with the DMR	362	343	320

State Boards and Councils

Governor's Commission on Mental Retardation

Marty W. Krauss, Ph. D.
Chairperson

Betsy Closs
Administrator

Allen C. Crocker, MD
Donald Freedman, JD
William J. McIlvane, Ph.D.
John W. Nadworny, CFP
Ruth K. Shir, LICSW

Florence S. Finkel
Dafna Krouk-Gordon
Mary E. McTernan, Ph.D.
Robert W. Riedel
Richard Vincent, D.C.

Statewide Advisory Council

Jon Johanson
Somerville, Chairperson

Lucie Chansky
Newton Centre

Robin Foley
Worcester

Ruth Freedman
Newton Center

Luan Giannone
Andover

Anne Howard
Wellesley

Richard Krant
Norwood

Pauline Litchfield
Duxbury

John Nadworny
Melrose

Ann Paszko
Lancaster

Rose Stone
Kingston

Human Rights Council

Matthew Engel
Northampton, Chairperson

Barbara Cutler
Arlington

Ellis Katz
Andover

Lenore Piper
Providence, RI

Raymond Plouffe
Waltham

Carol Tubman
Wollaston

Florence Finkel
Sharon

Stan Goldman
Boston

Edwin Mikkelsen
Wellesley

Gunnar Dybwad
Wellesley

Pat Freedman
Boston

Commonwealth of Massachusetts Performance Recognition Program

Each year, the Commonwealth of Massachusetts recognizes employees for outstanding job performance.
This year, DMR staff who were honored through the Performance Recognition Program are:

Raquel Rodriguez,
*Service Coordinator I, Children's Services
Western Region
Manuel Carballo Award*

Jim Collins
*Deputy Budget Director,
Management & Finance, Central Office*

Neil Lazzara
QE Specialist, Western Region

Diane Johnson
MRWI, Western Region

Cynthia Balboni
Service Coordinator I, Western Region

Laura Calder
Residential Supervisor II, Southeast Region

Rosanne Mayer
*Program Manager, Fernald Developmental Center
Metro Region*

Danielle Swift
Intake and Eligibility Coordinator, Metro Region

Cheryl Ann LeBouf
Service Coordinator, Central Region

Donald Wilber
*MRWI, Templeton Developmental Center
Central Region*

Ron Morin
MRW I, Central Region

Ruth Nathans
Division Director, Northeast Region

*Individual Transition Plan Coordinators, Southeast Region
Lee Arietta, Patti Butterfield, Karen Guay, Mark Colton*

*Northeast Residential Services Maintenance Unit, Northeast Region
Brian Donovan, David Pszenny, James Vaccarro*

*Northeast Diversity Committee, Northeast Region
Wanda Rivera-Rosado, Nancy Richards, Kathleen Kelly, Pamela Bozkurt, Kowith Kret,
Dale Vasey, Nancy Woodworth, Gerald Schwartz, Israel Santos, Joan Rapley, Alejandra Vargus,
Luis Bachman, Dulce Haeussler, Daniel Moriarity*

DMR Offices

as of June 30, 1997

West

Regional Office

1537 Main Street
Springfield, MA 01103
(413) 731-7742

Franklin/Hampshire

One Roundhouse Plaza
Northampton, MA 01060
(413) 586-4948

Berkshire

333 East Street
Pittsfield, MA 01201
(413) 447-7381

Holyoke/Chicopee

100 Front Street
Holyoke, MA 01040
(413) 535-1022

Springfield

436 Dwight St. Suite 205
Springfield, MA 01103
(413) 784-1339

Westfield

125 N. Elm Street
Westfield, MA 01085
(413) 562-1599

Central

Regional Office

Glavin Regional Center
214 Lake Street
Shrewsbury, MA 01545
(508) 845-9111

South Valley - Milford

194 West Street #9
Milford, MA 01757
(508) 792-7749

South Valley

309 Main Street
Southbridge, MA 01550
(508) 792-7756

North Central

285 Central Street
Leominster, MA 01435
(978) 792-7490

Worcester

40 Southbridge Street
Worcester, MA 01608
(508) 792-7545

Metro

Regional Office

160 N. Washington Street.
Boston, MA 02114
(617) 727-5608, ext. 412

West Boston/ Brookline

1208 VFW Parkway
W. Roxbury, MA 02132
(617) 325-1155

Central Middlesex

20 Academy St.
Arlington, MA 02174
(781) 646-5500

Charles River West

255 Elm Street
Somerville, MA 02144
(617) 623-5950

Dorchester/Fuller

85 East Newton Street
Boston, MA 02118
(617) 266-8800, ext. 417

Harbor

66 Canal Street
Boston, MA 02114
(617) 624-0430

Middlesex/West

114 Turnpike Road
Westboro, MA 01581
(508) 792-7890

Newton/South Norfolk

125 West Street
Walpole, MA 02081
(508) 668-3679

South Coastal

1221 Main Street
South Weymouth, MA 02190
(781) 337-2165

Northeast

Regional Office

Hogan
Regional Center
Hathorne, MA 01937
(978) 774-5000

Lowell

325 Chelmsford Street
Lowell, MA 01851
(978) 970-0223

Merrimack Valley

18 Essex Street
Haverhill, MA 01832
(978) 521-9432

Metro North

27 Water Street
Wakefield, MA 01880
(781) 224-0207

North Shore

The Atrium - 2nd Floor
Danvers, MA 01923
(978) 762-8368

Southeast

Regional Office

68 North Main Street
Carver, MA 02330
(508) 866-5000

Taunton/Attleboro

21 Spring Street
Taunton, MA 02780
(508) 824-0614

Brockton

500 Belmont Street
Brockton, MA 02401
(508) 427-5731

Cape Cod/Islands

270 Communications Way
Hyannis, MA 02601
(508) 771-2595

Fall River

305 Pleasant Street
Fall River, MA 02720
(508) 730-1209

New Bedford

908 Purchase Street
New Bedford, MA 02740
(508) 992-1848

Plymouth

68 North Main Street
Carver, MA 02330
(508) 866-5000

Facilities

Paul A. Dever

Developmental Center
Taunton, MA
(508) 824-5881

Walter E. Fernald

Developmental Center
Waltham, MA
(617) 894-3600

Irving A. Glavin

Regional Center
Shrewsbury, MA
(508) 845-9111

Hogan Regional Center

Hathorne, MA
(978) 774-5000

Monson

Developmental Center
Monson, MA
(413) 283-3411

Templeton

Developmental Center
Baldwinville, MA
(508) 939-2161

Wrentham

Developmental Center
Wrentham, MA
(508) 384-3114

Mission Statement

The Department of Mental Retardation is composed of people dedicated to creating, in cooperation with others, innovative and genuine opportunities for individuals with mental retardation to participate fully and meaningfully in, and contribute to, their communities as valued members.

Guiding Principles

The Department of Mental Retardation shall conduct itself according to the following guiding principles:

- promote the right of people with mental retardation to exercise choice and to make meaningful decisions in their lives;
- respect the dignity of each individual through vigorous promotion of the human and civil rights which, in part, strives to keep people free from abuse or neglect;
- ensure that adequate services and flexible resources are non-intrusive, cost effective and provided by qualified, trained personnel to meet individual needs and preferences;
- empower individuals and their families to speak out for themselves and others, initiate ideas, have choices and make decisions about needed supports;
- recognize that ethnic and cultural diversity of each individual must be valued and respected;
- enhance public awareness of the valuable roles persons with mental retardation assume in society through promotion of physical and social integration;
- support the dignity of achievement that results from risk-taking and making informed choices;
- recognize that realizing one's potential takes courage, skills, and supports;
- provide entry to services through a single, local and familiar community setting;
- operate according to accepted management practices;
- recognize that services providing meaningful benefits to individuals require a commitment to ongoing monitoring and evolutionary change.



Commonwealth of Massachusetts
Department of Mental Retardation
160 North Washington Street
Boston, MA 02114
(617) 727-5608